# Contents

**Apollo Integration** 2

**Appointment Booking System (ABS)** 3

**Bridges to Excellence (BTE)** 4

**Chronic Care Management Module (CCM)** 5

**Comprehensive Primary Care Module (CPC+)** 6

**Custom Reports** 7

**Data Conversion** 8

**Drug Formulary** 9

**Electronic Prescription of Controlled Substances ("EPCS")** 10

**Health Information Exchange (HIE)** 12

**IMS CarePortal** 13

**IMS Chat** 15

**IMS FaxCloud** 16

**IMS InTouch** 17

**IMS OnArrival** 18

**IMSGo** 19

**IMS PatientApp** 21

**IMS PatientApp - Custom Branding** 23

**Interface** 24

**MIPS – Per Provider** 26

**MIPS – Per Group** 31

**Meditab Offsite Backup** 37

**Prescription Drug Monitoring Program (PDMP)** 38

**Proximity Beacons** 39

**Proxy Portal** 40

**Quick Note** 41

**TeleVisit** 42

# Apollo Integration

1. Apollo Integration works with the Authorization and Visit Note modules in IMS.

**Prerequisites**

IMS Build 19.

# Appointment Booking System (ABS)

- Minimum IMS Version 19.1. If you are currently on an older build or version, you will be required to upgrade to a compatible version
- The workstation or server should be in a network.
- LogMeIn or RDP (Remote Desktop Protocol) should be available in the computer.
- Ports 8085 and 8086 are open and not currently used by any other application on the machine.
- Client should have an existing website for this service.
- Network and Ports Setup: Please refer this document

# Bridges to Excellence (BTE)

- Meditab is the authorized data aggregator for the Bridges to Excellence program. Meditab is only responsible for collection of required data from the clients in IMS and submission of that data to Altarum in the format approved and accepted by Altarum.
- Meditab will be responsible for submitting data to Altarum within the submission deadline set forth by Altarum. Meditab shall not be responsible nor be involved in the certification process. Meditab will not be responsible for handing out certificates to qualified providers.
- Meditab shall not be responsible nor be involved in the incentivization process. Client will be responsible for coordinating with the health plan/insurance company eligible for paying out incentives for respective BTE programs.
- IMS Build 822 or higher.
- Firewall and security settings should be configured to add the BTE portal URL into exception.

# Chronic Care Management Module (CCM)

- IMS Prerequisites: The minimum IMS build required to use Chronic Care Management module (CCM) is IMS Version 18.1.0 (January 2018 Build). If you are currently on an older build or version, you will be required to upgrade to a compatible version before setting up of CCM Module.
- Meditab will not be responsible for submission of any kind of data.
- Meditab is only responsible for setting up the modules in IMS which will help in reporting of CCM program. Clients are responsible for submission of the data in order to be eligible for the incentives.
- Meditab will be responsible for providing enhancements in the module whenever needed.

# Comprehensive Primary Care Module (CPC+)

- IMS Prerequisites: The minimum IMS build required to use Comprehensive Primary Care module (CPC+) is IMS Version 18.1.0 (January 2018 Build). If you are currently on an older build or version, you will be required to upgrade to a compatible version before setting up of CPC+ Module.
- Meditab will not be responsible for submission of data
- Meditab is only responsible for setting up the modules in IMS which will help in reporting of CPC+ program. Clients are responsible for submission of the data in order to be eligible for incentives.
- Meditab will be responsible for providing enhancements in the module whenever needed.
- C2 will be included in CPC+ module.

# Custom Reports

- Client will have to approve the sample format of the report for Meditab to move forward.
- Any additional changes in the report after the final report has been generated and deployed, shall incur additional costs.

# Data Conversion

**A. For data import into IMS:**

- Client will have to provide the data to be converted into an ASCII tab/comma Delimited file to Meditab. Alternatively, clients can provide access to the database server where the data to be converted is located. This might incur extra costs for the client.
- Clients will also need to provide Meditab with Sample index headers, Data Feeds and/or Sample Document Images, and explain how the index data feeds map to the image / documents in Meditab Software.

**B. For data export from IMS:**

- Data conversion team will provide practice management data in a delimited file (e.g. CSV) format.
- Data conversion team will provide documents in their original format as stored in IMS. An index file indicating mapping of patient documents with their corresponding patients shall be provided in a delimited file format.
- Data conversion team will provide the visit note data for patients in pdf file format. For each encounter, a separate PDF file will be provided.
- Data conversion team will provide the visit note data for patients like Vitals, Medications, Allergies, Lab Results, Diagnosis in CSV or ASCII format based on client's request.

# Drug Formulary

- It is required for the client to sign up at least equal or more number of providers for Drug Formulary as there are for eRx.
- Drug Formulary being a third-party solution, Meditab will not be responsible for interruptions in the services resulting from third-party vendors end.
- Meditab, however shall make every effort to work with the third-party vendor in resolving issues occurring from third party vendor's side. Meditab shall not provide guaranteed timelines for resolutions for such issues.
- IMS versions 19.1 and above will support Drug Formulary powered by CMM(Cover My Meds). IMS versions below 19.1 will support Drug Formulary powered by Surescripts.

# Electronic Prescription of Controlled Substances ("EPCS")

**Providers can use either hard tokens or soft or both the type of tokens to e-prescribe controlled substances.**

- Upon purchasing the One-Time Password Hardware Token ("Token") from Meditab, client shall be responsible for ordering EPCS Tokens from IMS ClientConnect ("IMSCC"). Client shall be responsible for providing accurate NPI and shipping information for ordering EPCS Token(s). If incorrect information is submitted to the third-party vendor while placing the shipping order, there will be discrepancies caused during the identity proofing process, which will subsequently make the Token(s) invalid and Client must purchase new Token(s) from Meditab without refund.
- Upon receiving the Token(s) from the third-party vendor, the client will be responsible for performing the identity proofing process within the required time period.
- If Token is lost/stolen/damaged, client will be responsible for contacting Meditab Support and requesting a replacement token. Client must deactivate the lost/stolen/damaged Token, before requesting a replacement Token. Client will only be provided one (1) replacement Token and in the event the replacement Token is lost/stolen/damaged, Client will be responsible for purchasing a new Token.
- If Token is delivered with physical damage and is nonfunctional, Client must contact Meditab Support directly. The damaged Token shall be replaced at no cost and this replacement Token shall not be considered the one (1) free replacement provided with every new token ordered.
- Client will be responsible for renewing Token service annually.
- Client will be responsible for ordering a new Token thirty-six (36) months after receiving Token.
- End-users will be responsible for abiding by all practitioner responsibilities set forth by the Drug Enforcement Administration ("DEA") with regard to EPCS.
- If at any point the client is notified that IMS is non-compliant with the Electronic Prescription Application Requirements set forth by the DEA, then the end-users must immediately cease to issue electronic controlled substance prescriptions using IMS and ensure that all individuals designated to set access controls terminate their access for EPCS.
- The end-user must retain sole possession of Token, where applicable, and must not share the password, other knowledge factor, or biometric information, with any other person. The end user must not allow any other person to use Token or enter the knowledge factor or other identification means to sign prescriptions for controlled substances.
- If it is discovered that Token has been lost, stolen, or compromised or the authentication protocol has been otherwise compromised, then the end-user will be responsible for notifying the individuals designated to set access controls within one (1) business day to terminate access for signing controlled substance prescriptions and Token must be deactivated immediately. Client will be responsible for informing Meditab Support of such instances.
- Minimum version of IMS required for running EPCS is OnChit Build. If you are currently on an older build or version, you will be required to upgrade to a compatible version before setting up of EPCS.

**Mentioned are the Spare Token terms and Conditions:**

- Spare tokens should be ordered after the original and the replacement token has been utilized.
- Spare tokens cannot be binded to users for whom the EPCS service has been inactivated.
- Ordering a spare token does not have any effect on the renewal date. Renewal date will be in accordance with the original token order date.
- In any case, if both original and replacement tokens are damaged/lost/not in usable condition then the user will be able to bind the spare token only if either his/her mobile credentials or Authy app is active. If both of these authenticating channels are not present the user needs to inactivate the EPCS service and order a new token.
- User will be able to track shipping details of the original tokens and not the spare tokens.

# Health Information Exchange (HIE)

- Direct Address shall be generated only for providers whose names have been mentioned in the SureScript HIE Sign Up Form.
- It will be the client's responsibility to ensure that data provided in the HIE Sign Up form is accurate. Meditab shall not be responsible for delays occurring in the SureScript HIE Setup because of the inaccurate data provided by the client in the HIE sign-up form.
- SureScript HIE being a third-party solution, Meditab will not be responsible for interruptions in the services resulting from third party vendors end. Meditab, however shall make every effort to work with the third-party vendor in resolving issues occurring from third party vendor's side. Meditab shall not provide guaranteed timelines for resolutions for such issues.
- Minimum version of IMS required for running HIE is IMS 2016 build. If you are currently on an older build or version, you will be required to upgrade to a compatible version before setting up of HIE.
- To add multiple user IDs for a provider you must need IMS version 18.1.0. If you are currently on an older build or version, you will be required to upgrade to a compatible version.

# IMS CarePortal

**A. Prerequisites**

- The minimum IMS build required to run IMS CarePortal is IMS Version V14.0 SP1 04152017(UGM 2017 build) and the recommended IMS build will be the latest build. If you are currently on an older build or version, you will be required to upgrade to a compatible version before installing IMS CarePortal.
- Upgrade costs will vary according to the SyBase upgrade pricing. Please contact your sales representative for any inquiry into upgrading your system.

**B. Workstation or Server Must Satisfy the Following Specifications:**

- Be in a network and not virtual;
- LogMeIn or RDP (Remote Desktop Protocol) availability;
- 2.4 GHz or higher dual core 32-bit (x86) or 64-bit (x64) processor;
- 8 GB of system memory or RAM;
- 40 GB of available disk space;
- 1 GB Network Interface Card (NIC) for network connectivity;
- 100 Mbps Network Interface Card (NIC) for network connectivity;
- 30 GB of available disk space;
- 4 GB of system memory or RAM;
- One static IP or a fixed external IP must be forwarded to the Patient Portal (web server) machine;
- The internet speed should be at least 5 Mbps or more;
- Port 80 and 443 is open and unused by any other application;
- Windows Server 2008 (64-bit) as the operating system;
- SSL should be mandatorily applied to the Patient Portal;
- Domain/subdomain Registration;
- Binding of static IP with Domain/Subdomain; and
- It is recommended not to use the web server machine for installation of any other software and must not be put to daily use.

All prerequisites should be fulfilled within fifteen (15) days and under no circumstances may it take any longer than twenty-one (21) days from when implementation begins. In case of new clients, the ninety (90) days expiration period of IMS Care Portal Licenses will commence from the IMS Go-Live date.

**C. Section Implementation Schedule**

Week 1 - 3 Prerequisite Gathering

During these weeks of implementation, CLIENT shall gather all the hardware requirements for the IMS CarePortal, including separate web server, static IP address, sub domain name, SSL certificates, and Email parameters.

Week 4 - 5 Implementation and Configuration

Once the connection detail and technical details of the patient portal become available, Meditab will install portal on the web server and configure it within the IMS on DB server. A QC will be done to confirm that portal is working fine.

Week 5 - 6 Implementation and Training

In this phase, Meditab shall conduct training for the client. Training Session involves: Orientation session Patient form customization and mapping, sending out the patient form and importing it back into IMS, Creating credentials for the patients Go-Live on Portal.

**D. Implementation and Training**

- Meditab reserves the right to cancel the license if the project is not completed within ninety (90) days after the payment of the initial charges, or if Client changes the scope of the project. Under such circumstances, Client will have to re-purchase IMS CarePortal Services.
- Implementation for IMS CarePortal will start once Meditab receives the initial payment/implementation request for IMS CarePortal.
- Client will be responsible for allocating training time for required staff prior to Go-Live Date. Training schedule will be mutually agreed upon. Client will be billed for any trainings that are cancelled without forty-eight (48) hours prior notice or if more than three (3) scheduled trainings are cancelled. However, the standard schedule remains the same (As depicted in Section 2).
- The implementation process will be outlined in an Implementations Plan presented to the Client upon Meditab's receipt of signed and initial payment. Meditab will assign a IMS CarePortal implementation manager who will serve as a single point of contact during the implementation process.
- FACTORS AFFECTING IMPLEMENTATION. Client acknowledges that implementation of the Software and the provision of any related Implementation Services are affected by numerous factors that may alter or delay the dates of completion thereof, including without limitation: hardware procurement and installation, third party software installation, telecommunication connectivity, fax lines, practice size, number of locations, and Client changes.

**E. Estimated Dates**

Client agrees that all proposed Installation Dates, and all proposed dates related to terms such as implementation, acceptance, completion of training and Go-Live, (collectively, Implementation Dates), are estimates only and are subject to change from time to time. Completion of Implementation Services after Implementation Dates has no bearing on Clients responsibility to pay implementation fees or any other fees.

**F. Delays**

Client acknowledges that any delay in signing Meditab Agreement and providing initial payment to Meditab will result in a delay in the Proposed Go-Live Date.

**G. Client Responsibilities**

Client acknowledges that any delays in performing Clients responsibilities related to Implementation Dates shall result in a corresponding delay in the proposed Training Schedule and Go-Live Date. In addition, Client agrees to pay for any costs incurred by Client resulting from Client-initiated changes to the implementation schedule.

It must be noted that for a client, if **IMSGo, IMS PatientApp, IMS OnArrival and IMS CarePortal are hosted on the same server**, then it is recommended that **12 GB of RAM** be available to handle all the app requests simultaneously and for the apps to function smoothly.

**IMS Care Portal Platinum - Clinic Policy Update:**
It must be noted that for a Client, if they want to update the **Clinic Policy** on IMS CarePortal applicable additional costs must be incurred by Client for the required changes.

# IMS Chat

**A. Prerequisites**

- The minimum IMS build required to run IMS Chat is IMS 21.1.0 and the recommended IMS build will be the latest build. If you are currently on an older build or version, you will be required to upgrade to a compatible version before installing IMS CarePortal.
- Upgrade costs will vary according to the SyBase upgrade pricing. Please contact your sales representative for any inquiry into upgrading your system.
- Client will be able to see the chat history for the last 3 months by default.
- If the clients needs to store the chat history for more than 3 months, storage charges may be applicable.

# IMS FaxCloud

**A. Prerequisites**

The minimum requirement to run IMS FaxCloud is IMS v14.0 SP1 Build 10232017. If you are currently on an older build or version, you will be required to upgrade to a compatible version before installing IMS FaxCloud. Upgrade costs will vary according to the SyBase upgrade pricing. Please contact your sales representative for any inquiry into upgrading your system.

**B. If Assigning a New Number:**

There is no upfront fee for assigning new numbers. We will provide you with a new number within one to two (1-2) business days.

**C. If Porting an Existing Number:**

- Client will have to submit a Letter of Authorization (LOA) and latest bills if they want to port their existing number into IMS FaxCloud. Meditab will check upon submission of LOAs information whether the provided number is portable or not.
- It is the client's responsibility to ensure that the information provided in the LOA is accurate. Inaccurate information may lead to cancellation of porting and will cause subsequent delays for which Meditab shall not be responsible.
- Do not cancel your service with your current fax provider at any time during the time your port is processing. We will notify you once the porting process is completed.
- Please note, we have been able to transfer numbers from a telecommunications company in nearly all previous cases; however, for all other Internet fax service providers, it shall be transferred on a case by case basis. You must verify that your current fax provider will allow you to transfer the number away and confirm that your number is not connected to a DSL circuit or any other line that may be at risk of cancellation due to the porting process.

**D. SLA:**

IMS FaxCloud being a third-party solution, Meditab will not be responsible for interruptions in the services resulting from third party vendors end. Meditab, however shall make every effort to work with the third-party vendor in resolving issues occurring from third party vendor's side. Meditab shall not provide guaranteed timelines for resolutions for such issues.

**E. URLs which need to be white-listed**:

- api.medpharmservices.com
- portal.medpharmservices.com
- mps.auth0.com
- *.googleapis.com
- *.google.com

# IMS InTouch

- Pricing will be based on a quote sent to you by a Meditab sales representative. Please ensure that you have received the quote for IMS InTouch. Please thoroughly review the pricing and the offers if applicable*.
- Once you have reviewed the quote, you must sign the quote and submit it to Meditab directly.
- Meditab reserves the right to change the pricing for the recurring fees at its own discretion. Meditab shall provide thirty (30) days prior email or written notice before any pricing changes are implemented.
- If you have been offered special pricing under any current or previous offer, then that pricing will be subject to change per the terms of the previous agreement.
- Overage charges, charged over and above the minimum number of SMSs provided in the purchased plan.

  *1 SMS(text) = 160 characters

- As part of the SMPP(Short Message Peer-to-Peer) specifications, when we receive a request that includes more than 160 characters we must split up the messages in order to send them. They will then be reassembled into a single message on most handsets.
- We will bill per message, not per request. For example, if the client sends a message with 200 characters to a US mobile number, they are charged for 2 messages. Note that special header needs to be appended to handle concatenated messages, so each segment can only contain up to 153 characters.
- Messages with one or more non-GSM characters have to be sent using UCS-2 encoding and can only contain 67 characters per segment for multi-part messages. Therefore, sending a message with 150 characters that include a non-GSM character would be considered 3 messages in the said example.
- Unicode characters include characters from different alphabets, symbols, as well as some punctuation commonly created by word processing applications, including "long dashes" and "curly apostrophes". Example: "Ã" is considered Unicode. Messages which contain any Unicode may only be 70 characters in length, not 160 like a normal SMS message.
- When the client SMS message is sent to our system, our code evaluates whether or not the message contains Unicode characters. If there are Unicode characters present, the message is sent using Unicode encoding. If not, the message is sent using GSM 3.38 encoding.
- We will send Unicode-encoded messages up to 160 characters long, but the message will split into roughly 70 character long chunks.
- **To avoid messages from being split in the future you may want to avoid composing SMS messages in word processing programs, and use simple text editors instead, but any special characters such as the above will always be considered Unicode.**

**B. Cancellation or Change of Service**

- If the client wishes to cancel IMS InTouch, then he/she shall contact Meditab account at accounting@meditab.com. The client will not be eligible for any refund of prepaid fees.
- Any request for changes of an SMS plan needs to be made directly with your respective account manager. Changes in SMS plans shall be deemed effective thirty (30) days after such request is made.

# IMS OnArrival

- Minimum build of IMS required IMS 18.1.0 build.
- Minimum Android version 5.0 for tablets only with at least 8.9 inch screen size and 720 x 960 pixels resolution. (Currently we are not supporting iOS)
- Ports 80 and 443 must be open on the system and unused by any other application
- Public IP of the server is required to access it outside the domain
- Quick Note setup and Customization needs to be purchased if forms to be filled are to be used in the App.
- Please note that the prerequisites mentioned above are for IMS OnArrival and are subject to change in the future versions of IMS OnArrival. By signing this document, you agree that it shall be your responsibility to ensure that you accommodate for the changes in prerequisites, if you are opting for future versions of IMS OnArrival.
- At least 4GB of RAM for optimum use for all devices.
- At least 5 mbps of internet speed for optimum use.

Free Trial Terms and Conditions

The following terms and conditions will apply if you have a Free Trial Period for IMS OnArrival:

- The free trial shall last for a period of 90 days starting on the date of purchase of the IMS OnArrival. After the 90-day free trial, the regular price for the IMS OnArrival will be charged.
- All customers signing up for the free trial will be required to submit payment card/bank account details as part of the process to allow automatic payments once the free trial period finished.
- Customers not wishing to continue with the IMS OnArrival once the free trial ends must notify their Account Manager by email five (5) business days before the trial ends.
- This offer applies to customers that sign up for a new VAS Package.
- Certain paid services are not eligible for this offer, including, but not limited to:
    - Hosting Services;
    - Cloud Services;
    - Implementation Fees;
    - Third-Party Fees.
- Offer is not available for customers in all regions and countries.
- Notice will be sent if a payment fails for any reason. It is the customer's responsibility to make sure payment details are correct to allow successful renewal payments.
- Meditab reserves the right to remove or change the free trial offer at any time.
- Meditab reserves the right to change the features of the free trial at any time.
- Meditab's General Terms and Conditions apply during the free trial period.
- Meditab reviews all orders and reserves the right to deny or cancel VAS Packages at anytime and for any reason.

It must be noted that for a client, if **IMSGo, IMS PatientApp, IMS OnArrival and IMS CarePortal are hosted on the same server**, then it is recommended that **12 GB of RAM** be available to handle all the app requests simultaneously and for the apps to function smoothly.

However, in the absence of such configuration, **at least 8 GB of RAM (i.e. 4 GB for IMSGo and another 4GB for IMS PatientApp and IMS OnArrival combined) is necessary in the above case**, but running IMS CarePortal, along with the apps in this configuration might result in technical glitches.

# IMSGo

- Minimum version of IMS required for IMSGo is IMS 10232017. If the client is currently on an older build or a version that is not compatible, they will be required to upgrade to a compatible version before installing IMSGo.
- Upgrade costs will vary according to the SyBase upgrade pricing. Please contact your sales representative for any inquiry into upgrading your system.
- Future versions of IMSGo might have compatibility with advanced versions of IMS, if in case you are upgrading your version of IMSGo in future, you will be required to upgrade your IMS to the corresponding compatible version.
- Upgrade costs will vary according to the SyBase upgrade pricing. Please contact your sales representative for any inquiry into upgrading your system
- Available for Android(5.0 and later) and iOS(10 and later) platforms only.
- For Android
    - Android version 5.0 and above
    - Screen size 5” and above for optimum use
    - At least 5 mbps of internet speed for optimum use
- For iOS
    - iOS version 10 and above, Screen size 4.7” and above for optimum use
    - At least 5 mbps of internet speed for optimum use
- At least 4GB of RAM for optimum use for all devices.

**Workstation or Server Must Satisfy the Following Specifications:**

- Be in a network and not virtual;
- LogMeIn or RDP (Remote Desktop Protocol) availability;
- Port 80 and 443 is open and unused by any other application;
- Has a sound card and an audio driver; and
- One static IP or a fixed external IP should be forwarded to the workstation or server. If there is not yet a static IP address, you can request one from your Internet Service Provider (ISP).
- A public IP of the server is required to access it outside the domain.

**Please note that the prerequisites mentioned above are for IMSGo and are subject to change in the future versions of IMSGo. By signing this document you agree that it shall be your responsibility to ensure that you accommodate for the changes in prerequisites, if you are opting for future versions of IMSGo.**

Free Trial Terms and Conditions

The following terms and conditions will apply if you have a Free Trial Period for IMSGo:

- The free trial shall last for a period of 90 days starting on the date of purchase of the IMSGo. After the 90-day free trial, the regular price for the IMSGo will be charged.
- All customers signing up for the free trial will be required to submit payment card/bank account details as part of the process to allow automatic payments once the free trial period finished.
- Customers not wishing to continue with the IMSGo once the free trial ends must notify their Account Manager by email five (5) business days before the trial ends.
- This offer applies to customers that sign up for a new VAS Package.
- Certain paid services are not eligible for this offer, including, but not limited to:
    - Hosting Services;
    - Cloud Services;
    - Implementation Fees;

    - Third-Party Fees.
- Offer is not available for customers in all regions and countries.
- Notice will be sent if a payment fails for any reason. It is the customer's responsibility to make sure payment details are correct to allow successful renewal payments.
- Meditab reserves the right to remove or change the free trial offer at any time.
- Meditab reserves the right to change the features of the free trial at any time.
- Meditab's General Terms and Conditions apply during the free trial period.
- Meditab reviews all orders and reserves the right to deny or cancel VAS Packages at anytime and for any reason.

It must be noted that for a client, if **IMSGo, IMS PatientApp, IMS OnArrival and IMS CarePortal are hosted on the same server**, then it is recommended that **12 GB of RAM** be available to handle all the app requests simultaneously and for the apps to function smoothly.

However, in the absence of such configuration, **at least 8 GB of RAM (i.e. 4 GB for IMSGo and another 4GB for IMS PatientApp and IMS OnArrival combined) is necessary in the above case**, but running IMS CarePortal, along with the apps in this configuration might result in technical glitches.

# IMS PatientApp

- Minimum version of IMS required for IMS Patient App is IMS 10232017. If the client is currently on an older build or a version that is not compatible, they will be required to upgrade to a compatible version before installing IMS Patient App.
- Clients need to upgrade IMS and CarePortal according to the current compatible version of IMS Patient App. Upgrade costs will vary according to the Sybase upgrade pricing.
- Workstation or Server Must Satisfy the Following Specifications:
    - Be in a network and not virtual;
    - LogMeIn or RDP (Remote Desktop Protocol) availability;
    - 2.4 GHz or higher dual core 32-bit (x86) or 64-bit (x64) processor;
    - 1 Gbps Network Interface Card (NIC) for network connectivity;
    - 40 GB of available disk space;
    - 4 GB of system memory or RAM;
    - One static IP or a fixed external IP must be forwarded to the IMS Patient App (web server) machine;
    - The internet speed should be at least 5 Mbps or more;
    - Port 80 and 443 is open and unused by any other application
    - Windows Server 2008 (64-bit) or later as the operating system;
    - SSL should be mandatorily applied to the IMS Patient App;
    - Domain/subdomain Registration;
    - Binding of static IP with Domain/Subdomain; and
    - It is recommended not to use the web server machine for installation of any other software and must not be put to daily use.
- Minimum Device Operating System Requirements:
    - Available for Android(5.0 and later) and iOS(10 and later) platforms only.
    - For Android
        - Android version 5.0 and above
        - Screen size 5” and above for optimum use
        - At least 5 mbps of internet speed for optimum use
    - For iOS
        - iOS version 10 and above, Screen size 4.7” and above for optimum use
        - At least 5 mbps of internet speed for optimum use
    - At least 4GB of RAM for optimum use for all devices.
- All prerequisites should be fulfilled within fifteen (15) days of execution of this Patient App Agreement, and under no circumstances may Client take longer than twenty-one (21) days from the start of implementation.
- If Client already implemented Meditab’s IMS CarePortal, IMS PatientApp can use the same server for implementation provided that all above prerequisites were met at the time of implementation of IMS CarePortal.
- All prerequisites mentioned above for IMS PatientApp are subject to change in the future versions of IMS PatientApp. By signing this Patient App Agreement Client agrees that it shall be Client’s sole responsibility to ensure that Client accommodates for the changes in prerequisites.

Free Trial Terms and Conditions

The following terms and conditions will apply if you have a Free Trial Period for IMS PatientApp:

- The free trial shall last for a period of 90 days starting on the date of purchase of the IMS PatientApp. After the 90-day free trial, the regular price for the IMS PatientApp will be charged.
- All customers signing up for the free trial will be required to submit payment card/bank account details as part of the process to allow automatic payments once the free trial period finished.
- Customers not wishing to continue with the IMS PatientApp once the free trial ends must notify their Account Manager by email five (5) business days before the trial ends.
- This offer applies to customers that sign up for a new VAS Package.
- Certain paid services are not eligible for this offer, including, but not limited to:
    - Hosting Services;
    - Cloud Services;
    - Implementation Fees;
    - Third-Party Fees.
- Offer is not available for customers in all regions and countries.
- Notice will be sent if a payment fails for any reason. It is the customer's responsibility to make sure payment details are correct to allow successful renewal payments.
- Meditab reserves the right to remove or change the free trial offer at any time.
- Meditab reserves the right to change the features of the free trial at any time.
- Meditab's General Terms and Conditions apply during the free trial period.
- Meditab reviews all orders and reserves the right to deny or cancel VAS Packages at any time and for any reason.

It must be noted that for a client, if **IMSGo, IMS PatientApp, IMS OnArrival and IMS CarePortal are hosted on the same server**, then it is recommended that **12 GB of RAM** be available to handle all the app requests simultaneously and for the apps to function smoothly.

However, in the absence of such configuration, **at least 8 GB of RAM (i.e. 4 GB for IMSGo and another 4GB for IMS PatientApp and IMS OnArrival combined) is necessary in the above case**, but running IMS CarePortal, along with the apps in this configuration might result in technical glitches.

# IMS PatientApp - Custom Branding

- Custom Development of App is not under the scope of this service. The client will be able to access the same features that are available in the latest general release version of the product.
- Service includes Splash Screen(First screen), Login screen Logo and background color, EULA and Privacy Policy.
- The client is required to have a license for the IMS Patient App.
- EULA and Privacy Policy will be reviewed by the Meditab Legal Team before uploading.

# Interface

- If client require an interface with a specific lab, it will be the client's responsibility to communicate with the lab for having an interface with that specific lab and IMS.
- For lab interfaces, lab will be the entity paying for the costs incurred by Meditab for developing the interface. Under exceptional circumstances, where the lab refuses to pay, if the client wishes to continue with the interface, it will be the client's responsibility for paying Meditab to cover its expenses.
- For Immunization interfaces, for submitting data to a specific registry, it will be the client's responsibility to register themselves with the registry first before approaching Meditab. Payment for the expenses incurred by Meditab shall be done by client.
- Client needs to bear the cost for any supporting applications to be purchased to run the interface device. (If any)
- There should not be any connectivity issue. This is the responsibility of the client's IT/Lab.
- There should not be any customization or development change from Lab/IMS side which would impact interface implementation. And Meditab won't be liable for any delay caused due to that.
- For any project, Meditab will follow-up three times in email and call 2 times to Lab/Third party. After that, communication will be sent to the client.
- Defined timeline is for implementation and testing only. Go live depends on the client's confirmation.
- Timeline is considerable once the project manager is assigned from lab-side.
- In case of Device Interface, Meditab would not be liable if any machine issue exists. Client needs to contact Machine IT to configure the machine as per the interface requirements.

**Pre-requisites:**

| S/No | Type of Interface | Name of interface | Limitation/Prerequisites | Timeline (in days) |
|---|---|---|---|---|
| 1 | Lab interface | Quest(Uni & Bi) | • Client server should have 3.5 .net framework version | 10 |
| | | Labcorp(Uni & Bi) | • No limitations | 14 |
| | | Custom(Uni & Bi) | • Client server should have 3.5 .net framework version | 14 |
| 2 | Immunization Interface | State-wise Registry(Export)-Unidirectional | • Client server should have 3.5 .Net framework version.<br>• We support this interface for all the Builds, but it would be better if client is updated with latest Build. | 10 |
| | | Bidirectional interface | • Minimum version of IMS required is Build 10232017 | 21 |
| 3 | Hospital Interface | ADT: Export | • No limitations | 10 |
| | | ADT: Import | • We support this interface for all the builds, but it would be better if client is updated with latest Build. | 14 |
| | | DFT: Export (Single/batch) | • No limitations for single export. For batch export: Minimum version of IMS required is Build 10232017 | 10 |

| | | | | |
|---|---|---|---|---|
| | | DFT: Import | • We support this interface for all the Builds, but it would be better if client is updated with latest Build. | 14 |
| | | SIU: Export | • No limitations | 10 |
| | | SIU: Import | • We support this interface for all the Builds, but it would be better if client is updated with latest Build. | 14 |
| 4 | Device Interface | Ultrasound/Dicom Interface ( SonixTouchQ+) | • We do support GE, Siemens, BK Ultrasound interface. We need to check the machine vendor in this interface before<br>• Client should be updated with latest Build | 14 |
| | | Roche | • First, need to check the machine vendor. We support Cobas E-411<br>• Roche IT should be onsite while we perform testing.<br>• A separate system is required for Roche interface. That system should be directly connected to Roche device via ethernet cable.<br>• Machine support and contact number and machine serial number should be given as soon as the contract is signed | 21 |
| | | Immulite | • Immulite 1000, Immulite 2000 we support. Need to check the machine vendor.<br>• A separate system is required which should be directly connected with Immulite Device via Ethernet Cable.<br>• Machine support and contact number and machine serial number should be given as soon as the contract is signed. | 21 |
| | | Tosoh | • Tosoh AIA-360, AIE-900 we support. Need to check the machine vendor.<br>• A separate system is required which should be directly connected with Tosoh Device via Ethernet Cable. | 21 |
| | | Hamilton Thorne | • Need to check the vendor name first then we can proceed. | 14 |
| | | Phillips Affiniti 70 | • We support Affinity 70. | 14 |
| | | Midmark | • For hosting clients, they must reach out to Midmark for the software ***Midmark IQPath RDP or Citrix*** must be purchased through Midmark. Additional charges may apply.<br>• Electronic request: http://www.midmark.com/how-to-buy<br>• Phone: 1-800-MIDMARK (643-6275) | 1 |
| | | Feno | • We support the device for all the builds. | 14 |

| | | | | |
|---|---|---|---|---|
| 5 | CCDA | CCDA-Export | • It depends upon the registry/third party side what are the requirements.<br>• Client should be updated with latest build | 14 |
| | | CCDA-Import | • It depends upon the registry/third party side what are the requirements<br>• Client should be updated with latest build | 14 |

# MIPS – Per Provider

**Standard Package - Reporting for 2019**
Meditab Registry will assist client to choose at least 6 Quality measures applicable to their practice to report for 365 days. The Improvement Activities they wish to report and their Promoting Interoperability category. This package includes 2 hours training on how to report the chosen category and the set up. Data validation and submission of data to CMS is also part of the package.

**> Services**

1. Assist client in choosing Quality measures applicable to their practice (at least 6), Improvement Activities and setting up of the Promoting Interoperability measures.
2. Education/Training on how to report the chosen measures
3. Data validation for Quality, Improvement Activities and Promoting Interoperability measures
4. Data submission for the Quality, Improvement Activities and Promoting Interoperability measures

**> Terms & Conditions**

1. Meditab will assist client in choosing measures to use
2. Two hours training on how to report the measures will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis.
4. Meditab will submit the required file to CMS.
5. Meditab make no claim that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab will submit the data via Registry, QCDR or EHR only.
9. Meditab will submit data gathered for at least 90 days for IA and PI Category and 365 days for the quality measures chosen.
10. Client can upgrade to another package if desired. Assistance will be given based on the new package. However, client cannot downgrade to other packages.
11. This contract will remain in effect up to the submission deadline of MIPS 2019.

**Standard Package Quality - Reporting for 2019 (365 days)**
Meditab Registry will assist client to choose at least 6 Quality measures applicable to their practice to report for 365 days. This package includes 2 hours training on how to report the chosen category and the set up. Data validation and submission of data to CMS is also part of the package.

**> Services**

1. Assist client in choosing Quality measures applicable to their practice (at least 6)
2. Education/Training on how to report the chosen measures

3. Data validation for Quality measures
4. Data submission for the Quality measures

**> Terms & Conditions**

1. Meditab will assist client in choosing Quality measures to use
2. Two hours training on how to report the measures will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis.
4. Meditab will submit the required file to CMS.
5. Meditab make no claim that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab will submit the data via Registry, QCDR or EHR only.
9. Meditab will submit data gathered for 365 days from the measures chosen.
10. Client can upgrade to another package if desired. Assistance will be given based on the new package. However, client cannot downgrade to other packages.
11. This contract will remain in effect up to the submission deadline of MIPS 2019.

**Standard Package Promoting Interoperability and Improvement Activities - Reporting for 2019 (90 - 365 days)**

Meditab Registry will assist client in meeting the Promoting Interoperability (formerly ACI measures and the Improvement Activities applicable to their practice to report for up to 365 days. This package includes 2 hours training on how to report the chosen category and the set up. Data validation and submission of data to CMS is also part of the package.

**> Services**

1. Assist client in setup of PI and IA measures applicable to their practice
2. Education/Training on how to report the chosen measures
3. Data validation for PI measures
4. Data submission for the PI measures

**> Terms & Conditions**

1. Meditab will assist client in setting up measures to use.
2. Two hours training on how to report the measures will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis.
4. Meditab will submit the required file to CMS.
5. Meditab make no claim that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab will submit the data via Registry, QCDR or EHR only.
9. Meditab will submit data gathered for 90 to 365 days from the measures chosen.
10. Client can upgrade to another package if desired. Assistance will be given based on the new package. However, client cannot downgrade to other packages.
11. This contract will remain in effect up to the submission deadline of MIPS program year 2019.

**Standard Package Quality and IA - Reporting for 2019 (365 days)**
Meditab Registry will assist client to choose at least 6 Quality measures applicable to their practice to report for 365 days. This package includes 2 hours training on how to report the chosen category and the set up. Data validation and submission of data to CMS is also part of the package.

**> Services**

1. Assist client in choosing Quality measures applicable to their practice (at least 6)
2. Education/Training on how to report the chosen measures
3. Data validation for Quality measures
4. Data submission for the Quality measures

**> Terms & Conditions**

1. Meditab will assist client in choosing Quality measures to use.
2. Two hours training on how to report the measures will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis
4. Meditab will submit the required file to CMS.
5. Meditab makes no claim that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab will submit the data via Registry, QCDR or EHR only.
9. Meditab will submit data gathered for 365 days from the measures chosen.
10. Client can upgrade to another package if desired. Assistance will be given based on the new package.
11. This contract will remain in effect up to the submission deadline of MIPS 2019.

**Plus Package - 1 Year**
Meditab Registry will assist client to choose at least 6 CMS Quality measures; the Promoting Interoperability Measures and at least 4 improvement activities to be reported for 1 year. This package includes 3 hours training on how to report the chosen category and the set up Data validation and submission of data to CMS and assistance in the attestation is also part of the package.

**> Services**

1. Assist client in choosing Quality measures applicable to their practice (at least 6)
2. Education/Training on how to achieve all categories
3. Attestation for AI
4. Attestation for PI
5. Data submission for Quality

**> Terms & Conditions**

1. Meditab will assist client in choosing Quality, Improvement Activities and Promoting Interoperability measures to use.
2. Three hours of training will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis.
4. Meditab will submit the required file to CMS for the Quality and IA and assist in attestation for Promoting Interoperability
5. Meditab make no claim that by submitting the files, eligible professionals (EP) will not be subjected to 2021 payment adjustment.

6. Meditab does not and will not edit any content before submitting the files to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab can submit the data via Registry, QCDR or EHR only for Quality; Registry, QCDR, EHR or Attestation only for IA ; and Attestation only for PI.
9. Meditab will submit data gathered for one year from the chosen category.
10. Client cannot downgrade to other packages.
11. This contract will remain in effect up to the submission deadline of MIPS program 2019.

**Quality Submission Only (Per Provider, Per Database)**
Meditab Registry will generate the file, validate and submit Quality measures (former PQRS) chosen by the client to report. This package includes generation of file, validation and submission of data to CMS only.

**> Services**

1. File generation from IMS for the chosen Quality measures.
2. Data validation using CMS tool for Quality measures.
3. Data submission for the Quality measures.
4. This contract will remain in effect up to the submission deadline of MIPS program 2019.

**Quality & Improvement Activities Submission Only (Per Provider, Per Database)**
Meditab Registry will generate the file, validate and submit Quality measures and Improvement Activities chosen by the client to report. This package includes generation of file, validation and submission of data to CMS only.

**> Services**

1. File generation from IMS for Quality measures and IA
2. Data validation for Quality measures and IA
3. Data submission for the Quality measures
4. Assisting in attestation for Improvement Activities if client will opt to choose attestation as the method of submission.
5. This contract will remain in effect up to the submission deadline of MIPS program 2019.

**Quality, Improvement Activities and Promoting Interoperability Submission Only (Per Provider, Per Database)**
Meditab Registry will generate the file, validate and submit for Quality measures, ACI and Improvement Activities chosen by the client to report. This package includes generation of file, validation and submission of data to CMS only.

**> Services**

1. File generation from IMS for Quality measures, ACI and IA
2. Data validation for Quality measures, ACI and IA
3. Data submission for all categories
4. Assisting in attestation for ACI and IA if client will opt to choose attestation as method of submission.

**> Terms & Conditions - For Submission Only Packages**

1. Under this package, client will choose Quality measures they want to report.
2. Meditab will generate the file and validate the data using CMS tool.
3. Meditab will submit the required file to CMS.
4. Meditab make no claim that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.

5. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
6. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
7. Meditab will submit data gathered for 90 days to one year from the measures chosen.
8. Meditab can submit the data via Registry, QCDR or EHR only.
9. Client can upgrade to another package if desired. Assistance will be given based on the new package. However, client cannot downgrade to other packages.
10. This contract will remain in effect up to the submission deadline of MIPS 2019.

**Qualified Clinical Data Registry (QCDR) – Export Only**

1. Meditab Registry is only available to clients who are under an existing IMS License Agreement and are not in default of any term or condition therein.
2. Meditab's Registry Reporting Service ("Meditab Registry") will only export the PQRS data in QCDR file from IMS and provide to client as requested. In no event will Meditab be liable to the client for any damages arising from or relating to the file extracted.
3. IMS supports QCDR Reporting System (PQRS) 2019.
4. Meditab does not and will not edit any content before and after the data is extracted.
5. Meditab QCDR and Meditab make no claim that by providing the QCDR file, eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. The Client is responsible for providing the correct National Provider Identifier (NPI), Tax Identification Number (TIN), corresponding Email, QCDR Registry name and ID needed in the file.
7. Meditab's QCDR program is per practice per database and is a yearly subscription. This contract will be valid for 2019 reporting only.

**Pricing**

1. Pricing will be determined by the quote sent to you by a Meditab sales representative. Client shall ensure receipt of the quote for MIPS 2019, and thoroughly review the pricing, terms and the offers. Client must sign the quote and submit it to Meditab directly. Meditab reserves the right to change the pricing for the recurring fees at its own discretion. Meditab shall provide one (1) month prior notice before any pricing changes are implemented.
2. If Client has been offered a special pricing under any current or previous offer, then that pricing will be subject to change as per the terms of the offer

**Cancellation of Service**

1. If the Client wishes to cancel report extraction for a specific EP, then he/she shall contact Meditab account at accounting@meditab.com. The client will not be eligible for any refund of prepaid fees. Cancellation requests are required for each individual EP. Upon receipt of the cancellation request, the extraction for that EP will be stopped. Please note that all cancellation requests need to be put by 10th March 2019. Any cancellation request put forward past the mentioned date shall not be taken into consideration.
2. Meditab may cancel its services at any time, and Client will be entitled to a refund of unused prepaid fees.

# MIPS – Per Group

**Standard Package - Reporting for 2019 (365 days) - (Per Group, over 2 providers would be $100 for each additional provider, Per Database)**

Meditab Registry will assist client to choose at least 6 Quality measures applicable to their practice to report for 365 days. They will assist to choose the required Improvement Activities. The Registry will assist you in setting up your Promoting Interoperability Category This package includes 2 hour training on how to report the chosen category and the set up. Data validation and submission of data to CMS is also part of the package.

**> Services**

1. Assist client in choosing Quality and Improvement Activities measures applicable to their practice. Assist client in setting up Promoting Interoperability Category
2. Education/Training on how to report the chosen measures
3. Data validation for Quality, Improvement Activities and Promoting Interoperability measures
4. Data submission for the Quality, Improvement Activities, and Promoting Interoperability measures

**> Terms & Conditions**

1. Meditab will assist client in choosing Quality, Improvement Activities and Promoting Interoperability measures to use.
2. Two hours training on how to report the measures will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis.
4. Meditab will submit the required file to CMS.
5. Meditab makes no claim or warranty that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab will submit the data via Registry, QCDR or EHR only.
9. Meditab will submit data gathered for at least 90 days for the Improvement Activities and Promoting Interoperability categories and 365 days for the measures chosen.
10. Client can upgrade to another package if desired. Assistance will be given based on the new package. However, client cannot downgrade to other packages.
11. This agreement will remain in effect up to the submission deadline of MIPS 2019.
12. Meditab reserves the right to terminate this agreement and discontinue services at any time.

**Standard Package Quality - Reporting for 2019 (365 days) - (Per Group, over 2 providers would be $100 for each additional provider, Per Database)**

Meditab Registry will assist client to choose at least 6 Quality measures applicable to their practice to report for 365 days. This package includes 2 hour training on how to report the chosen category and the set up. Data validation and submission of data to CMS is also part of the package.

**> Services**

1. Assist client in choosing Quality measures applicable to their practice (at least 6)
2. Education/Training on how to report the chosen measures
3. Data validation for Quality measures
4. Data submission for the Quality measures

**> Terms & Conditions**

1. Meditab will assist client in choosing Quality measures to use.
2. Two hours training on how to report the measures will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis.
4. Meditab will submit the required file to CMS.
5. Meditab makes no claim or warranty that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab will submit the data via Registry, QCDR or EHR only.
9. Meditab will submit data gathered for 365 days from the measures chosen.
10. Client can upgrade to another package if desired. Assistance will be given based on the new package. However, client cannot downgrade to other packages.
11. This agreement will remain in effect up to the submission deadline of MIPS 2019.
12. Meditab reserves the right to terminate this agreement and discontinue services at any time.

**Standard Package Quality and IA - Reporting for 2019 (365 days) - (Per Group, over 2 providers would be $100 for each additional provider, Per Database)**

Meditab Registry will assist client to choose at least 6 Quality measures and 4 Improvement Activities (IA) applicable to their practice to report for 365 days. This package includes 2 hour training on how to report the chosen category and the set up. Data validation and submission of data to CMS is also part of the package.

**> Services**

1. Assist client in choosing Quality and IA measures applicable to their practice.
2. Education/Training on how to report the chosen measures
3. Data validation for Quality measures
4. Data submission for the Quality measures

**> Terms & Conditions**

1. Meditab will assist client in choosing Quality and IA measures to use.
2. Two hours training on how to report the measures will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis.
4. Meditab will submit the required file to CMS.

5. Meditab makes no claim or warranty that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab will submit the data via Registry, QCDR or EHR only.
9. Meditab will submit data gathered for 365 days from the measures chosen.
10. Client can upgrade to another package if desired. Assistance will be given based on the new package. However, client cannot downgrade to other packages.
11. This agreement will remain in effect up to the submission deadline of MIPS 2019.
12. Meditab reserves the right to terminate this agreement and discontinue services at any time.

**Standard Package PI / IA - reporting for 2019 (90 - 365 days) (Per Group, over 2 providers would be $100 for each additional provider, Per Database)**

Meditab Registry will assist client in meeting the Promoting Interoperability measures and the Improvement Activities applicable to their practice to report for up to 365 days. This package includes 2 hours training on how to report the chosen category and the set up. Data validation and submission of data to CMS is also part of the package.

**> Services**

1. Assist client in setup of PI and IA measures applicable to their practice
2. Education/Training on how to report the chosen measures
3. Data validation for PI measures
4. Data submission for the PI measures

**> Terms & Conditions**

1. Meditab will assist client in setting up measures to use.
2. 2hour training on how to report the measures will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis.
4. Meditab will submit the required file to CMS.
5. Meditab makes no claim or warranty that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab will submit the data via Registry, QCDR or EHR only.
9. Meditab will submit data gathered for 90 to 365 days from the measures chosen.
10. Client can upgrade to another package if desired. Assistance will be given based on the new package. However, client cannot downgrade to other packages.
11. This agreement will remain in effect up to the submission deadline of MIPS program year 2019.

12. Meditab reserves the right to terminate this agreement and discontinue services at any time.

**PLUS Package (Full MIPS Participation( 1 year) (Per Group, over 2 providers would be $100 for each additional provider, Per Database)**

Meditab Registry will assist client to choose at least 6 CMS Quality measures; the Promoting Interoperability Measures and at least 4 improvement activities to be reported for 1 year. This package includes 3 hours training on how to report the chosen category and the set up Data validation and submission of data to CMS and assistance in the attestation is also part of the package.

**> Services**

1. Assist client in choosing Quality measures applicable to their practice (at least 6)
2. Education/Training on how to achieve all categories
3. Attestation for AI
4. Attestation for PI
5. Data submission for Quality

**> Terms & Conditions**

1. Meditab will assist client in choosing Quality, Improvement Activities and Promoting Interoperability measures to use.
2. Two hours training will be included in this package. Additional training hours will be charged accordingly.
3. Report analysis will be done and feedback will be given based upon the analysis.
4. Meditab will submit the required file to CMS for the Quality and IA and assist in attestation for Promoting Interoperability
5. Meditab makes no claim or warranty that by submitting the files, eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. Meditab does not and will not edit any content before submitting the files to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
7. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
8. Meditab can submit the data via Registry, QCDR or EHR only for Quality; Registry, QCDR, EHR or Attestation only for IA ; and Attestation only for PI.
9. Meditab will submit data gathered for one year from the chosen category.
10. Client cannot downgrade to other packages.
11. This agreement will remain in effect up to the submission deadline of MIPS program 2019.
12. Meditab reserves the right to terminate this agreement and discontinue services at any time.

**Quality Submission Only (Per Group, Per Database)**

Meditab Registry will generate the file, validate and submit CMSQuality measures chosen by the client to report.

This package includes generation of file, validation and submission of data to CMS only.

**> Services**

1. File generation from IMS for the chosen Quality measures.
2. Data validation using CMS tool for Quality measures.
3. Data submission for the Quality measures.

**Quality & Improvement Activities Submission Only (Per Group, Per Database)**

Meditab Registry will generate the file, validate and submit Quality measures and Improvement Activities chosen by the client to report. This package includes generation of file, validation and submission of data to CMS only.

**> Services**

1. File generation from IMS for Quality measures and IA
2. Data validation for Quality measures and IA
3. Data submission for the Quality measures
4. Assisting in attestation for Improvement Activities if client will opt to choose attestation as method of submission.

**Quality, Improvement Activities and Promoting Interoperability Submission Only (Per Group, Per Database)**

Meditab Registry will generate the file, validate and submit for Quality measures, PI and Improvement Activities chosen by the client to report. This package includes generation of file, validation and submission of data to CMS only.

**> Services**

1. File generation from IMS for Quality measures, PI and IA
2. Data validation for Quality measures, PI and IA
3. Data submission for all categories
4. Assisting in attestation for PI and IA if client will opt to choose attestation as method of submission.

**> Terms & Conditions - For Submission Only Packages**

1. Under this package, client will choose Quality measures they want to report.
2. Meditab will generate the file and validate the data using CMS tool.
3. Meditab will submit the required file to CMS.
4. Meditab makes no claim or warranty that by submitting the file eligible professionals (EP) will not be subjected to 2021 payment adjustment.
5. Meditab does not and will not edit any content before submitting the file to CMS. The EP is responsible for managing and validating the count of the measures and other parameters required pursuant to the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the content submitted.
6. The client is responsible in giving the correct information needed in the attestation. In no event will Meditab be liable to the client for any damages arising from or relating to the information provided.
7. Meditab will submit data gathered for 90 days to one year from the measures chosen.
8. Meditab can submit the data via Registry, QCDR or EHR only.
9. Client can upgrade to another package if desired. Assistance will be given based on the new package. However, client cannot downgrade to other packages.
10. This contract will remain in effect up to the submission deadline of MIPS 2019.
11. Meditab reserves the right to terminate this agreement and discontinue services at any time.

**Qualified Clinical Data Registry (QCDR) – Export Only**

1. Meditab Registry is only available to clients who are under an existing IMS License Agreement and are not in default of any term or condition therein. Meditab's Registry Reporting Service ("Meditab Registry") will only export the PQRS data in QCDR file from IMS and provide to client as requested.
2. In no event will Meditab be liable to the client for any damages arising from or relating to the file extracted.
3. IMS supports QCDR Reporting.
4. Meditab does not and will not edit any content before and after the data is extracted.
5. Meditab QCDR and Meditab make no claim that by providing the QCDR file, eligible professionals (EP) will not be subjected to 2021 payment adjustment.
6. The Client is responsible for providing the correct National Provider Identifier (NPI), Tax Identification Number (TIN), corresponding Email, QCDR Registry name and ID needed in the file.
7. Meditab's QCDR program is per practice per database and is a yearly subscription. This contract will be valid for 2019 reporting only.

**Pricing**

1. Pricing will be determined by the quote sent to you by a Meditab sales representative. Client shall ensure receipt of the quote for QCDR 2019, and thoroughly review the pricing, terms and the offers. Client must sign the quote and submit it to Meditab directly. Meditab reserves the right to change the pricing for the recurring fees at its own discretion. Meditab shall provide one (1) month prior notice before any pricing changes are implemented.
2. If Client has been offered a special pricing under any current or previous offer, then that pricing will be subject to change as per the terms of the offer.

**Cancellation of Service**

1. If the Client wishes to cancel QCDR extraction for the group, then the group shall contact Meditab account at accounting@meditab.com. The client will not be eligible for any refund of prepaid fees. Cancellation request is required for the group. Upon receipt of the cancellation request, the extraction for that group will be stopped. Please note that all cancellation requests need to be put by 10th March 2019. Any cancellation request put forward past the mentioned date shall not be taken into consideration.
2. Meditab may terminate this agreement and the services provided hereunder at any time, and Client will be entitled to a refund of unused prepaid fees.

# Meditab Offsite Backup

- Internet speed of about 5 Mbps is recommended for the smooth uploading process. If, in any case, you choose to discontinue the backup service, the data will remain with us for 45 days after which the data will be deleted permanently.
- Physical restoration of data will be chargeable. The Physical Device will have to be provided by the client.
- Client will have to inform Meditab Support team in case of any restoration of data on the client end. Client will be expected to follow restoration protocol laid forth by Meditab Software Inc (Meditab), under which they will have to send Meditab Software Inc an email asking for the restoration from the email address of the office manager or the doctor who is a part of the clinic. The email should also state the server details on which the restoration is to be done. Meditab will not do data restoration on a server outside of clinics network.
- Meditab Software Inc will only initiate the restoration process after they receive the email mentioned above. Meditab Software Inc shall not be responsible for the delays caused due to non receipt of the restoration request email.
- Meditab Software shall not be liable or responsible for the maintenance of the decryption key provided during the time of the setup. It shall be the client's responsibility to maintain and provide the key when required during the time of restoration.
- Client acknowledges that during the time of data backup the internet speed may get affected and reduce, which may affect the clients tasks which are dependent on the internet. It will be the clients responsibility to provide us with a time during which Meditab should schedule backup processes.
- List of documents and folders for which back-up is taken by default:
    - IMS database
    - IMS folders
        - Patient documents
        - Templates documents
        - Billing documents
        - Fax documents
        - Updates folders
        - Lab documents
        - HL7 bills
        - Archives
        - Email documents
        - Surescripts documents
- Client need to inform Meditab in case of any add-on folders or files to be included in the cloud backup.

# Prescription Drug Monitoring Program (PDMP)

- The minimum IMS build required to run PDMP is IMS Version 20.0. If you are currently on an older build or version, you will be required to upgrade to a compatible version before installing PDMP.
- The Client is responsible for providing the correct National Provider Identifier (NPI).
- End-users will be responsible for abiding by all practitioner responsibilities set forth by the Drug Enforcement Administration ("DEA") with regard to PDMP.
- Upgrade costs will vary according to the SyBase upgrade pricing. Please contact your sales representative for any inquiry into upgrading your system.
- Client is responsible to pay the Meditab Setup and Maintenance fees. Third party may charge the client directly.
- Third Party terms and conditions may apply.

# Proximity Beacons

**A. Prerequisites for Proximity Beacons:**

- Proximity beacons that are purchased through Estimote;
- An Android or iOS mobile device that has Bluetooth 4.0 or other later versions;
- The following IMS products:
    - IMS 02252017 Build or other later builds.
    - Implemented IMS CarePortal 17.1.1 or other later versions.
    - Implemented Patient App 2.1 or other later versions.

B. **Terms and Conditions for setting up Proximity Beacons:**

- Beacons are to be purchased directly by the client and not through Meditab.
- In case of any IT issues while setup, Meditab might require support from Client's IT Team.
- The purchased beacons must be registered with Meditab. After the registration, the UUID, Major and Minor information that are needed for configuring the beacons will be generated.
- 30 minutes online implementation training is included in the fee.
- The Estimote account information must be provided by the client to Meditab. The credentials will be used to sign in to the Estimote cloud website where the beacons will be configured.
- After configuring the beacons, the client will still have to download the Estimote app. When his or her mobile device is within the range of the beacons, the client must log in to the app and click the beacon that was configured by Meditab. This process is required so that the changes done in the website are also applied to the beacon. Instructions will be provided to the client.
- If the client performs the setup, take note of the following:
    - The setup guide will be provided.
    - The UUID, Major and Minor information that were generated when the beacon was registered will also be provided.
- Issues with the proximity beacons are not supported by Meditab and must be addressed directly to the vendor.
- One setup includes 3 Beacons per clinic/office. Validity for this setup is 2 years. Clients need to go ahead with the registration process again. Fees may be applicable for the same.
- Damage/New Additional purchased/Update from vendor end client is entitled to pay and go through the registration process again.

# Proxy Portal

**A. Prerequisites**

Compatible version of portal is required to enable proxy portal.

**B. Workstation or Server Must Satisfy the Following Specifications:**

- Be in a network and not virtual;
- LogMeIn or RDP (Remote Desktop Protocol) availability;
- 2.4 GHz or higher dual core 32-bit (x86) or 64-bit (x64) processor;
- 8 GB of system memory or RAM;
- 40 GB of available disk space;
- 1 GB Network Interface Card (NIC) for network connectivity;
- 100 Mbps Network Interface Card (NIC) for network connectivity;
- One static IP or a fixed external IP must be forwarded to the Patient Portal (web server) machine;
- The internet speed should be at least 5 Mbps or more;
- Port 80 and 443 is open and unused by any other application
- Windows Server 2008 (64-bit) as the operating system;
- SSL should be mandatorily applied to the Patient Portal;
- Domain/subdomain Registration;
- Binding of static IP with Domain/Subdomain; and
- It is recommended not to use the web server machine for installation of any other software and must not be put to daily use.

**C. Client Responsibilities**

- Client acknowledges that any delays in performing Clients responsibilities related to Implementation Dates shall result in a corresponding delay in the proposed Training Schedule and Go-Live Date. In addition, Client agrees to pay for any costs incurred by Client resulting from Client-initiated changes to the implementation schedule.
- Clients will be responsible for giving access to their patient data to 3rd party.
- Patients will have control over the access rights and Meditab will not be liable on behalf of the 3rd party.

# Quick Note

- The minimum IMS build required to use Quick Note is IMS Version 18.1.0 (January 2018 Build). If you are currently on an older build or version, you will be required to upgrade to a compatible version before setting up of Quick Note
- Quick note forms will be available on IMS, IMSGo (Only Tablet) and IMS OnArrival (Only Android Tablet). Please make sure that prerequisites for mobile devices/platforms are also met.
- Quick Note forms require high speed internet connectivity and the loading of the forms will be dependent on the speed of the internet connection.
- Workstation or Server Must Satisfy the Following Specifications (In case Patient Portal is not present):
    - Be in a network and not virtual;
    - LogMeIn or RDP (Remote Desktop Protocol) availability;
    - 2.4 GHz or higher dual core 32-bit (x86) or 64-bit (x64) processor;
    - 8 GB of system memory or RAM;
    - 40 GB of available disk space;
    - 1 GB Network Interface Card (NIC) for network connectivity;
    - 100 Mbps Network Interface Card (NIC) for network connectivity;
    - One static IP or a fixed external IP must be forwarded to the web server machine;
    - The internet speed should be at least 5 Mbps or more;
    - Port 80 and 443 is open and unused by any other application;
    - Windows Server 2012 (64-bit) as the operating system;
    - SSL should be mandatorily applied to the Patient Portal;
    - Domain/subdomain Registration;
    - Binding of static IP with Domain/Subdomain; and
    - It is recommended not to use the web server machine for installation of any other software and must not be put to daily use.

All prerequisites should be fulfilled within fifteen (15) days and under no circumstances may it take any longer than twenty-one (21) days from when implementation begins.

# TeleVisit

**A. Prerequisites for Televisit:**

For using Televisit, it is necessary to have the following:

- An implemented IMS CarePortal for your office or practice.
- An active online payment feature in IMS CarePortal.
- The following IMS products:
    - IMS Build 21 or a later build.
    - IMSGo 21 or a later version.
    - IMS CarePortal 21 or a later version.
    - IMS Patient App 21 or a later version.
    - An IMS CarePortal account of a patient.
- Any of the following combination of the above mentioned versions will work:
    - IMS - IMS PatientApp
    - IMS- IMS CarePortal
    - IMSGo - IMS PatientApp
    - IMSGo - IMS CarePortal

**B. Limitations of the Televisit Feature:**

- You cannot use Televisit if your IMS is running on a remote connection or if your IMS is set up on a hosting environment. However, it can be used in the following combination:
    - IMSGo - IMS PatientApp
    - IMSGo - IMS CarePortal
- In case of any IT issues while setup, Meditab might require support from Clients IT Team.
- Televisit only supports a one-to-one system connection between you and the patient.
- Televisit is supported only by the following browsers:
    - Google Chrome
    - Mozilla Firefox
- Video Quality depends on the Internet Connectivity of both the parties.